

## ABSTRACT OF THE DISCLOSURE

A system and method for monitoring a service transaction are disclosed. A client communicates through a communication channel. Feedback is gathered from the client through the communication channel. The feedback describes an agent and an interaction associated with the agent, and is stored in a client response database.

$\frac{d}{dt} \left( \frac{\partial L}{\partial \dot{x}} \right) = \frac{\partial L}{\partial x}$